



Sales and Service Detail



2KS27835

Arrangement No: 179-3953

Mfg Model & Year: C-12 1999

Prod Family: ZF 3196/C12/C13 Engines

Sims Prod Family: 62 Diesel Truck Engines

Source Facility: 40 Mossville Plant

Principle Work: D10 Trucks - On-Highway

Build Date: 02Nov1999

Ship Date: 17Nov1999

Sales Date: 17Nov1999

Delivery Date: 15Jan2000

Selling Dlr: N82V

Owner Cls: E

Engine Information

Specifications

2T-8974

Application

A Primary Drive

View Image	Group Number Description	Part Causing Failure	Repairing Dealer	Service Meter Measurement	Repair Date	SIMS Ticket Received	Claim Received	Work Order Number	Dealer Claim
	Flwheel Housing 148-1973	A73M		91435 Miles	19Nov2001	No SIMS Rcvd	Claim Rcvd		MF87768A
	Flwheel Housing 148-1973	A73M		91435 Miles	19Nov2001	No SIMS Rcvd	Claim Rcvd		MF87768B
	Flwheel Housing 6V-8197	A73M		101970 Miles	18Mar2002	No SIMS Rcvd	Claim Rcvd		MF90895
	Flwheel Housing 194-6724	A73M		101970 Miles	18Mar2002	No SIMS Rcvd	Claim Rcvd		MF00000
	Flwheel Housing 6V-8197	A73M		101971 Miles	19Mar2002	No SIMS Rcvd	Claim Rcvd		MFA90895
	Housing Gp-Fly 6V-8197	B420		248653 Miles	17Dec2004	SIMS Rcvd	No Claim Rcvd	MP15193	
	Housing Gp-Fly 6V-8197	B420		248653 Miles	30Dec2004	No SIMS Rcvd	Claim Rcvd		MT62601





Sales and Service Detail



Loose Flywhl Hsng
Log#031403
Defective Hsg Bolts

Defective Hsg

Loose



Sales and Service Detail



2KS2-895

Arrangement No: 179-3953

Mfg Model & Year: C-12 1999

Prod Family: C2 C-12 Engine

Sims Prod Family: 62 Diesel Truck Engines

Source Facility: 40 Mossville Plant

Principle Work: D10 Trucks - On-Highway

Build Date: 02Nov1999

Ship Date: 17Nov1999

Sales Date: 17Nov1999

Delivery Date: 15Jan2000

Selling Dir: N82V

Owner Cls: E

Engine Information

Specifications

2T-8974

Application

A Primary Drive

Group Number Description	Part Causing Failure	Repairing Dealer	Service Meter Measurement	Repair Date	Work Order Number	Comment
Flwheel Housing	148-1973	A73M	91435 Miles	19Nov2001		Loose Flywhl Hsng
Flwheel Housing	148-1973	A73M	91435 Miles	19Nov2001		Log#031403
Flwheel Housing	6V-8197	A73M	101970 Miles	18Mar2002		Defective Hsg Bolts
Flwheel Housing	194-6724	A73M	101970 Miles	18Mar2002		
Flwheel Housing	6V-8197	A73M	101971 Miles	19Mar2002		Defective Hsg

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PAGE NO: 1

CLAIM NO: Q082305 RCVD: 04DEC2001

NOTICE NO: C01SCB466737 17JAN2002

0.5

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INITIAL DEALER  COV  CLM  SEL DC PRIN SC APPL LN      HR/ML/KM  PTS HMK  RPR HRS
                  01  E   D10 60 W8EC L              91435 M  91435  [REDACTED]
                  N4100NH100714
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S 000128

RECEIVED TIME AUG. 31. 4:11PM

Aug 31 04 05:03p

L Y LIM

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DATE: 31AUG2004

SERVICE CLAIM USER WORKSHEET

PAGE NO: 2

TIME: 11:39:35

OPER: E

ROUTE:

CLAIM NO: Q082305 RCVD: 04DEC01

PRD/SER NO: 2KS27835

TECH: H

NOTICE NO: C01SCE466737 17JAN02

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LIN	CLM-Q	COR-Q	ALW-Q	NA-Q	RSN	PART NO.	DESCRIPTN	PD	UNIT \$	EXTEND \$
201	1.0	1.0	1.0			1481973	HOUSING-FL		2266.67	2266.67
202	1.0	1.0	1.0			7C1728	SEAL GP-CS		28.31	28.31
203	12.0	12.0	12.0			6V8197	BOLT		0.54	6.48
501										
502							1157000			1124.20
503							1302010S1			23.10
504							1165010T3			138.60
							7006552			46.20
651	1.0						TOWING		225.00	225.00

LINE - - - - - S T O R Y - - - - -

800 TOWED INTO SHOP REMOVE DRIVESHAFT AND PTO REMOVE FLOOR PANEL
 801 TO GAIN ACCESS TO TOP OF TRANS REMOVE TRANSMISSION ASSEMBLY
 802 CLUTCH AND FLYWHEEL FOUND BOLTS FOR FLYWHEEL HOUSING WERE LO
 803 OSE CAUSING MOVEMENT TO CRACK HOUSING REMOVED REAR MAIN SEA
 804 L AND FLYWHEEL HOUSING SWAPPED OVER MOUNTS AND PLUGS REINSTA
 805 LL CLUTCH ASSY AND TRANS AND ALL PREVIOUSLY REMOVED ITEMS S
 806 TEAM CLEANED AND ROAD TESTED OK VEHICLE WAS TOWED FROM MILLS
 807 BURY MA 01527 TO SHOP AT WALPOLE MA 02081

***** END OF WORKSHEET *****

S 000129

RECEIVED TIME AUG. 31. 4:11PM

Aug 31 04 11:01a

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P.11

DATE: 30AUG2004 SERVICE CLAIM USER WORKSHEET PAGE NO: 1
 TIME: 16:22:39 OPER: E ROUTE: CLAIM NO: Q082333 RCVD:04DEC2001
 PRD/SER NO: 2KS27893 NOTICE NO: C01SCE466739 17JAN2002
 0.9

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DLR	CLAIM NO	TEPS	SALES MDL	ARRGM NO	--- SHIPPED--	DEL DAT	PTS STR	RPR DAT
A73M	MF87407	B420	C-12	N82V	15NOV99	08DEC99		07NOV01
MINUTEMAN TRUCKS, IN			1793953	02 09 12	E			23.3

INITIAL DEALER COV CLM SEL DC PRIN SC APPL LN HR/ML/KM PTS HMK RPR HRS
 01 E D10 60 W8EC L 122961 M 122961
 N410ONH100700

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PART	PART NAME	DTF	GROUP	DC	FTS	LBR	TVL	VEH	MSC	CURRENCY	RATE
148-1973	HOUSING-FLYWHEEL	111453	1157	10		100	100		100	1.000000	
	BROKEN HOUSING									USD 20011204	

T LIST/NET LABR-RAT CUST-CR MAKE APV CLAIM PLCY CLM
 C PARTS \$ STD/AVG PTS LBR /CAB CD %AL %NA %AD RSN RSN RSN RSN AUTHZ CODE EXC
 H 1727.71 100 100 STER 100 N89 B1
 SC

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	PARTS \$	LABOR \$	HOURS	TRAVL \$	VEHICLES	MISC \$	TOTAL \$: DEDC/CAT/PD
C	2304.10	1424.50				225.00	3953.60	:
A	2304.10	1332.10				225.00	3861.20	: 3861.20

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--EQUIP--	---PARTS OPT---	RMC	NET	NET	LIST	LIST	PRC	BAT	DOC	ALT
SERIAL NO	CD PCT LIMIT	+	%	-	+	+	COD	OPT	T F	DEALER
LT9500	B	S						N	S N	A73M

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ADM	ACCT	PAY	SEL	MFG	PRD	PLCY	SVC	GROUP	SHIP	CLM	COV	SEL	RPR
FAC	FAC	FAC	FAC	FAC	TYP	CODE	APP	NUMBER	TO	EXC	TYP	TYP	TYP
01	01	N4	01	40	02	B1	W8EC	1157	N82V			60	91

PC CREDIT ACCOUNT NO DEBIT ACCOUNT NO TRANSFER ACCOUNT NO AMOUNT
 88-6 01 A3200 018 01 01 G9851 0N4 00 N4 R1501 004 00 3861.20

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GUIDELINE				TERMS	ORIG	STORY	IRON
EL	K-O-KEY	HIT	PAY	NUMBER	T C	LIN	XCL
Y	00000000				0	0	

CODE DEL DAT REQUEST REQUEST
 08DEC99

S 000107

RECEIVED TIME AUG. 31. 10:06AM

Aug 31 04 11:01a

L Y LIM

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DATE: 30AUG2004

SERVICE CLAIM USER WORKSHEET

PAGE NO: 2

TIME: 16:22:39

OPER: E

ROUTE:

CLAIM NO: Q082333 RCVD: 04DEC01

PRD/SER NO: 2KS27893

TECH: H

NOTICE NO: C01SCE466739 17JAN02

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LIN	CLM-Q	COR-Q	ALW-Q	NA-Q	RSN	PART NO.	DESCRIPTN	PD	UNIT \$	EXTEND \$
201	12.0	12.0	12.0			6V8197	BOLT		0.54	6.48
202	1.0	1.0	1.0			7C1728	SEAL GP-CS		28.31	28.31
203	12.0	12.0	12.0			5P8245	WASHER-HAR		0.22	2.64
204	1.0	1.0	1.0			1481973	HOUSING-FL		2266.67	2266.67

501						1157000				1124.20
502						1302010S1				23.10
503						1165010T3				138.60
504						7006552				46.20
505					N89	1157063				

651	1.0						TOWING		225.00	225.00
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LINE - - - - - S T O R Y - - - - -

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800  TOWED TO SHOP FROM MILBURY MA 01527 TO WALPOLE MA 02081 CHEC
801  K FOR NO START FOUND ENGINE WON'T TURN OVER TOW INTO SHOP RE
802  MOVE PTO TRANSMISSION AND INSPECT REAR STRUCTURE BOLTS SHEAR
803  ED OFF JACK UP AND SUPPORT ENGINE TO REMOVE REAR STRUCTURE R
804  EMOVE HOUSING AND FOUND ALL 12 BOLTS HAD BROKEN OFF DRILL OU
805  T BROKEN BOLTS FROM BLOCK REPLACED HOUSING REINSTALL FLYWHEE
806  L AND CLUTCH REINSTALL TRANSMISSION DRIVESHAFT AND PTO PUMP
807  INSTALL FLOOR BOARDS STEAM CLEANED AND ROAD TESTED
808  N89 NON-ALLOWED - LABOR NOT CATERPILLAR
809  RESPONSIBILITY
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***** END OF WORKSHEET *****

S 000108

RECEIVED TIME AUG.31. 10:06AM



Sales and Service Detail



2KS2789

Arrangement No: 179-3953

Mfg Model & Year: C-12 1999

Prod Family: C2 C-12 Engine

Sims Prod Family: 62 Diesel Truck Engines

Source Facility: 40 Mossville Plant

Principle Work: D10 Trucks - On-Highway

Build Date: 03Nov1999

Ship Date: 15Nov1999

Sales Date: 15Nov1999

Delivery Date: 08Dec1999

Selling Dlr: N82V

Owner Cls: E

Engine Information

Specifications

2T-8974

Application

A Primary Drive

Item Number Description	Part Failure	Repair Order	Service Order Measurement	Repair Date	Work Order Number	Comments
Unit Injector	137-2500	A73M	16749 Miles	23Mar2000		#5 Inject Inop
Unit Injector	137-2500	A73M	16749 Miles	23Mar2000		Cat Adjstmnts-Tech-H
Unit Injector	0R-8773	A73M	16755 Miles	30Mar2000		Injector Inop
Cylinder Head As	148-2144	A73M	22365 Miles	12May2000		Head Oblonged
Flwheel Housing	148-1973	A73M	122961 Miles	07Nov2001		Broken Housing

000214